Maharashtra, West Bengal, Madhya Pradesh and Delhi took effective steps in containing set-to-set transfer of mails as directed in the Circular under consideration.

Licence to unemployed youth to operate Mini Post Offices in Andhra Pradesh

1712. SHRI MOHAN BASU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Postal Department in Andhra Pradesh will give licence to unemployed Graduates to operate Mini Post Offices;

(b) whether it is also a fact that there is a great potential to use the unemployed youth in Andhra Pradesh; and

(c) if so how Government propose to study the potentiality of the educated unemployed youth in the State?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir. There is no such proposal.

(b) and (c) Does not arise in view of (a) above.

ISD/STD/PCO Booths in Tirupati and Tirumala

1713. SHRI MOHAN BABU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of ISD/STD/Public Phone Booths under operation in Tirupati and Tirumala in Andhra Pradesh;

(b) the number of pending applications for ISD/5TD/PCOs by unemployed youth in Tirupati and Tirumala; and

(c) how Andhra Pradesh Telecom proposes to meet this demand?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) There are 135 and 12 ISD/5TD/Public Phone Booths under operation in Tirupati and Tirumala, respectively, in Andhra Pradesh.

(b) No applications are pending at Tirumala 110 sanctioned cases are pending execution at Tirupati.

(c) the pending demand at Tirupati would be met after expension of the exchange before March '96 subject to availability of equipment and funds.

Cellular Mobile Telephone Service

1714. SHRI TARA CHARAN MAJUMDAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether provisions of cellular mobile telephone service in Gujarat, Andhra Pradesh and Rajasthan has been authorised to third highest bidder;

(b) if so, the details thereof with background;

(c) whether Government propose to provide similar service to Assam also in the near future; and

(d) if so, the details thereof and if not, the reasons therefore?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) Rajasthan circle has been offered to M/s. Hexacom India Ltd., the third highest bidder as M/s. Modicom Network Pvt. Ltd., the highest bidden in three Circles viz., Rajasthan, Punjab and Karnataka, had limited networth, hence, the company was eligible for only two circles. An option was given to the Company to choose any two Circles. The Company choose Karnataka & Punjab Circles. Accordingly, Rajasthan Circle has been offered to the third highest bidder. Due to limitation of three Circles to any single bidder company, Gujarat and Andhra Pradesh Circles have been offered to the third highest bidder in those Circles. Mt. US West-BPL was the highest bidder in Kerala and Tamil Nadu Circles. The company was the second highest bidder in Maharashtra Gujarat & Andhra Pradesh Circles. The Company was offered Kerala & Tamilnadu in which

they were the highest bidders. The company was also asked to choose one out of Gujarat, Andhra Pradesh & Maharashtra Circles. The company Choose Maharashtra Circle in addition to Kerala & Tamil Nadu. Gujarat & Andhra Pradesh have been offered to M/s. Fascel Ltd. and Ms. Tatacom Pvt. Ltd., respectively, who were the third highest bidders.

(c) Yes Sir.

(d) The Govt, has issued a letter of intent to M6. Reliance Telecom Pvt. Ltd., for franchising the operation of Cellular Mobile Telephone Service in Assam Territorial Telecom Circle. The service is likely to commence by the end of year 1996.

टेलीफोन उपभोक्ताओं की दुर्दशा

1715. **श्री जनेश्वर मिश्र :** क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार को इस बात की जानकारी है कि देश भर के टेलीफोन उपभोक्ता संबद्ध अधिकारियों की लालफीताशाही और लापरवाही से परेशान है,

(ख) क्या सरकार ने टेलीफोन-दोष को सुधारने के लिए कोई समय सीमा तय की है या इस तरह का कोई प्रस्ताव सरकार के विचाराधीन है, और

(ग) यदि हां, तो इस प्रस्ताव पर अब तक क्या कार्यवाही की गई है और इस संबंध में तथ्य संबंधी ब्यौरा क्या है।

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम) : (क) जी नहीं। दूरसंचार विभाग के पास सुगठित लोक शिकायत निवारण तंत्र है। क्षेत्राधिकारियों से महाप्रबंधक तक के अधिकारी प्रतिदिन पूर्वनिर्धारित समय के बिना ग्राहकों से एक घंटे के लिए मुलाकात करते हैं। जिला/सर्किल/ दूरसंचार विभाग के दिल्ली स्थित मुख्यालय में मामलों पर नियमित रूप से अनुवर्ती कार्रवाई करने के लिए पृथक लोक शिकायत निवारण प्रकोष्ठ की स्थापना की गई है।

इसके अतिरिक्त दूरसंचार विभाग के अधिकारी ग्राहकों के साथ आपसी बातचीत तथा समस्याओं के समाधान हेतु नियमित रूप से टेलीफोन अदालतों तथा खुले सत्रों का आयोजन करते हैं।

(ख) और (ग) मौजूदा मानदण्डों के अनुसार, अधिक खराबी वाले 90% से अधिक टेलीफोन तीन दिनों के अन्दर ठीक किये जाने अपेक्षित हैं। एक सप्ताह में शतप्रतिशत दोष ठीक कर दिए जाने चाहिए। एक सप्ताह से अधिक का समय लगने पर उपभोक्ता को समुचित छूट दी जाती है।

Protecting indigenous sectors in basic telecom services

1716. SHRI SATYA PRAKASH MALAVIYA:
DR. BAPU KALDATE:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether before floating tenders for basic telecom services, Government have taken steps to ensure that the outcome of the tendering would not imperil national security;

(b) if so, the details thereof; and

(c) how the indigenous sector of service vendors- and equipment manufacturers including ITI would be protected?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) Discussions were held with the Ministry of Home Affairs. Specific condition has been added in the Tender Document, details of which are given in the statement *(see* below).

(c) At present there is no indigenous Company having experience of running Basic Service. Indigenous manufacturers of equipment will continue to provide equipment to DoT and to the Private Operators. In the tender evaluation, 3% weightage has been given for the use of indigenous equipment in the network of the Private operators.